

# NHTSA 911 Program Welcomes New Coordinator

---

Brian Tegtmeyer, ENP (Emergency Number Professional) joined the NHTSA 911 Program Monday May 9th. Brian brings more than 26 years of experience in the field of public safety communications to the position. He began his career as a dispatcher at Hazel Crest Illinois Police Department and continued serving in various leadership roles in 911 systems before assuming his most recent position as Executive Director of DuPage Public Safety Communications in 2007. There he managed a 911 center with 44 agencies that serves a population of over 850,000 citizens.

Brian has spent over a decade as a national educator teaching Public Safety Telecommunicator courses. He has also been an active member of multiple public safety organizations, including the National Emergency Number Association (NENA), the Association of Public Safety Communications Officials (APCO) and has been active in Telecommunicator Emergency Response Taskforces (TERT) on a state and national level.

Brian earned a Bachelor of Arts degree in Criminal Justice and Sociology at Western Michigan University and also served as a firefighter-EMT at the start of his career.



# COVID-19 Response

---

## Listening sessions continue—monitoring issues and identify solutions

- **Supply shortages continue**

- Significant problem for some medications, flushes, blood tubes, etc.
  - working with supply chain issues.

- **Funding**

- There continue to be funding challenges as some of the COVID funding ends.

- **Workforce**

- Discussing how to better maintain and grow the workforce now and in the future
- EMS/911 Workforce's Mental Health needs to be prioritized
- Educational pipeline needs to be strengthened.

# Tribal EMS

---

- **Monthly meetings on tribal EMS**

- Indian Health Service (IHS) and UNM center for tribal and rural EMS coordination meetings
- Planning to better identify tribal EMS agencies and provide technical assistance or resources for them in collaboration with IHS and other partners.
- Collaboration with NHTSA regional grant programs to better identify potential tribal EMS opportunities.
- How NG911 GIS can improve conditions for tribal GIS agencies response.

# Mental Health of EMS and 911 Workforce

---

- **White House Interagency Policy Committee (IPC) for Suicide Prevention**
  - 3 sub IPCs: 1) Lethal means, 2) 988 & crisis response, and 3) data integration
  - Presentations about EMS and 911 to improve federal partners understanding of each
- **988 Implementation and Crisis Response**
  - Encouraging EMS/911 representation in planning and implementation of 988 and improved crisis response
- **Collaboration With CDC & NIOSH to Research First Responder Suicide**
  - NIOSH Blog post
  - National Violent Death Reporting System (NVDRS) data used to develop research paper
  - Collaboration on NVDRS public safety module (HERO Act)
- **Collaboration with SAMHSA Office of Suicide Prevention**
  - Encouraging more EMS/911 collaboration inclusion with 988 implementation and crisis response
  - Federal Suicide Prevention Working Group
  - Action Alliance for Suicide Prevention Public Safety working group
- **OEMS Mental Health and Occupational Stress Listening Sessions**
  - Bringing together those working on the mental health and wellness for the EMS/911 workforce
- **Improving Stress Management & Mental Health Resources on EMS.gov**

# COVID-19 FIRST RESPONDER DEATHS

As of Monday, May 9, 2022

CORRECTIONS/LAW ENFORCEMENT – 907

FIREFIGHTERS – 275

EMERGENCY MEDICAL SERVICES – 91

911 TELECOMMUNICATORS – 34

TOTAL – 1,307

# 988



*The Substance Abuse and Mental Health Services Administration (SAMHSA) is the lead federal agency, in partnership with the Federal Communications Commission (FCC) and the Department of Veterans Affairs, working to make the promise of 988 a reality for America. Moving to a three-digit dialing code is a once-in-a-lifetime opportunity to strengthen and expand the existing National Suicide Prevention Lifeline (the Lifeline).*

- *The Lifeline* is a national network of over 200 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis
- There are non-lifeline local crisis centers throughout the country in addition to lifeline ones.
- Historically and universally, 911 and crisis centers operate in parallel missions with little interaction or collaboration

# 988 Implementation

---

- July 16, 2022: 988 will be implemented to direct calls and texts (wireless and landline) to the Suicide Lifeline in addition to the existing 1-800-273-8255 number
- Calls made to the suicide lifeline are directed to a local crisis center **based on area code**
- If the local center does not answer within the time requirements it rolls up to one of several national lifeline centers



# Technology challenges of 988

---

- None of the suicide lifelines or local crisis hotlines currently have location information for callers
- Currently the caller's area code may be used to identify a PSAP to notify when an emergent response is needed.
- There is no transfer to 911 of the actual 988 call in most settings unless the crisis center is co-located with the 911 center.

# 911 and 988 Differences

---

- There is a need for bidirectional education so 911 and 988 can better understand the current state of each system
  - There are differences in mission, technology and operations that need to be addressed
- In some communities there is great collaboration, however this is not the norm or across the board

# National 911 Program Engagement with 988

- Represented 911 at Hotline Improvement Act meetings starting in 2018 emphasizing the need to address collaboration between 911 and 988
- Encouraged SAMHSA/FCC/VA to address 911/988 interconnection challenges including:
  1. Funding Issues
  2. Technical Issues
  3. Operational Issues
- EMS and National 911 Program staff meet regularly with the SAMHSA team coordinating 988 implementation

# What Can You Do to Help?



Take the time to learn more and ask questions...

- Are you able to educate those in the crisis community about EMS and 911?
- Do you know how your organization may be called upon to help the 911 and/or 988 community as they work to interconnect?
- Does your PSAP know about the plans happening with 988 in the surrounding jurisdictions?
- Are there unrecognized challenges, gaps or resources your organization can help with?
- Is legislation diverting 911 funds to 988 in your state?